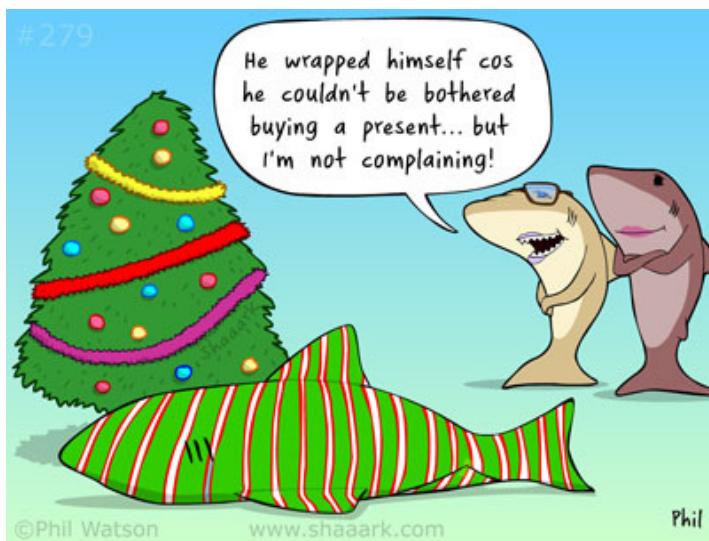


Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

DECEMBER 2021



Merry Christmas

12-25-2021

Have something important to share? Email us photos, announcements, etc. and we will feature it on social media! Email us at MakotekSocial@gmail.com

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Manager's Column



TIPS FOR WORKING AFTER DARK

Tim Faircloth- GM

This time of year can be tough as daylight savings time begins and darkness sets in during prime time collection hours. The major challenges we face this time of year can include finding locations, dealing with skeptical customers and inclement weather. We can adapt and overcome the challenges if we use the right approaches.

Keep in mind that statistics show that when it gets dark and average temperatures fall, more people go home, and our contact rate increases. See below for helpful tips to overcome common seasonal challenges.

Tips for finding locations in the dark:

1. Revisit locations for a second attempt between 6pm and 8pm.
2. Set follow-up appointments for later in the evening.
3. Have a high-powered flashlight to find addresses on mailboxes.

Tips for working in inclement weather:

1. Check the weather before going to work and dress appropriately. We spend a lot of time outside and need to be prepared for cold or damp weather.
2. Consider layering up as you can always remove layers if needed.
3. Keep an extra Makotek shirt and coat in your vehicle in case of wet weather.
4. Have door tags prefilled with your name and number

Dealing with skeptical customers:

1. Build trust by dressing the part. Follow Makotek dress code by wearing your Makotek shirt and reflective vest. Wear other bright colored, unbranded clothing and avoid black.
2. As it begins to get dark, make sure you are visible by using a flashlight and/or headlamp.
3. Use your hazard lights when appropriate.
4. Make sure your magnets are properly placed on your vehicle and your Spectrum badge is visible.

"We can adapt and overcome challenges if we use the right approaches."

Employees

OF THE MONTH

OCTOBER 2021



MIDWEST - PATRICK GALLAGHER - NE OHIO

Patrick Gallagher is back on top of the rankings again. This is Patrick's 5th Top Tech award overall. Patrick continues to drive in results week after week in our Cleveland office. His work ethic and leadership is one for all to follow. Congratulations, Patrick. Keep up the great work.

-Tim Dodd, Area Manager



EAST - JOHN DELANEY - EASTERN NC

John checks all the boxes. He is knowledgeable, consistent, trustworthy, self-motivated, resourceful, a problem solver, and a great communicator. John possesses more than 17 years of valuable Makotek experience and it shows every day. John is a true asset to the team.

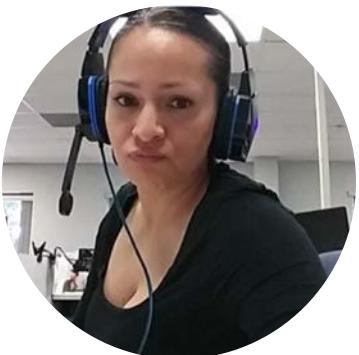
- Mark Dodd, GM



FL & NYC - DAVID FARROW - WEST FL

Since joining Makotek in August 2019, Dave has been one of our most productive field technicians. He is a great example of what can be accomplished in the field when you run your route efficiently every day. Congratulations, Dave, on another well-deserved Employee of the Month award.

- Chris Mills, GM



CALL CENTER - MARIA CRUZ - LONGWOOD, FL

Maria Cruz is, once again, our super star for the month. Maria as always works hard everyday to produce great results for our client. She is a top notch team player and always shares her awesome personality across the office. Super happy to have Maria on our team and look forward to watching her continue to develop her skills!

- Steve Dilly, Director

SYSTEM OF THE MONTH



Florida OCTOBER 2021

What a Team! Another feather in the cap from our amazing team in Florida. You continue to impress with your numbers every day. Let's not take our foot off the gas and continue the success on into the new year.

Congrats to all of our Florida Team!!!!
-Donnie Berry, GM

The rankings include all techs with a ranking based on a combination of saves, money collected, disconnects, equipment recovered, and hours worked. Awards go to the Top Tech, in each of three regions. For being the winners, they will receive a Polo shirt, a Daypack, an Award Certificate, and an AmEx gift card. Please let your managers know if you have any feedback to improve future rankings. The standard has been set and everyone can look forward to new challengers next month.

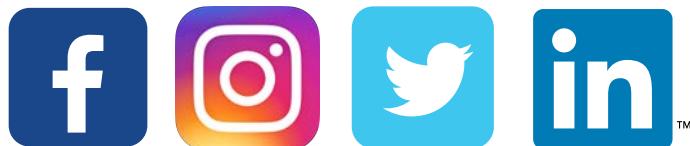


Top Posts

FROM MAKOTEK SOCIAL MEDIA



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Send your photos to MakotekSocial@gmail.com to be featured!

Holiday Travel Tips

STAY SAFE ON THE ROADS OVER THE HOLIDAYS AND EVERY DAY

- Prepare your car for winter and keep an emergency preparedness kit in the car
- Get a good night's sleep before leaving to avoid drowsy driving
- Leave early, planning ahead for heavy traffic
- Make sure every person wears a seatbelt no matter how short the drive
- Put your cell phone away
- Practice defensive driving
- Have a designated driver to ensure everyone makes it home safely from holiday parties

